



For Consumers and Providers of In-Home Care Services

September 2006

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Home Care Quality Authority
515 15th Avenue
P.O. Box 40940
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1-866-580-4272

Chair's Corner

By Charles Reed, HCQA Board Chairman



Over the last several months we have experienced a number of transitions with the Home Care Quality Authority. Several of the original Board members have left the Board as their terms have come to an end after serving for three years. Katrinka Gentile, Stephanie Landaas, and Luther Smith, all original members of the Board have moved on to other things as they continue their commitment to improving long-term care services in our state. These three individuals are true pioneers in working and advocating to assure that all long-term care services are delivered with the best quality possible. Katrinka, Stephanie and Luther have done an outstanding job of advocating on behalf of consumers of long-term care services and helping us all to better understand and appreciate the importance of placing the consumer needs and views as the primary driver of long-term care policy development. Thanks to them for all they have done in improving in-home long-term care services throughout the State of Washington.

Governor Gregoire has recently appointed three new members to serve on the HCQA Board. They are, Kathleen Coster of Spokane, Larry Garman of Montesano, and Jesse Magana of Vancouver. We welcome these new members to their positions on the Board and look forward to working with them as we continue our goal of improving in-home long-term care services in our State.

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*HCQA is Committed to Improving the Quality of
Long-Term In-Home Services and Encouraging
Stability in the Individual Provider Workforce.*

HCQA BIDS FOND FAREWELL TO DIRECTOR

By Charles Reed, HCQA Board Chairman

We are in the midst of transition for the Home Care Quality Authority. Mindy Schaffner, the Executive Director for the last three years, is moving on to other things. Mindy has done a very good job as the Executive Director of the HCQA. She has accomplished much in her position and provided great services to the HCQA and consumers of in-home long-term care services across the state.

The Board would like to publicly thank Mindy for her service to the HCQA and the citizens of the State of Washington. We wish her the best in her new pursuits. Sherri Wills-Green a long time staff member with the HCQA will be serving as the Interim Director of our Agency while we recruit for the new Executive Director.



Pictured with Mindy is HCQA Board Member Brenda Carlstrom, front. Also pictured is Bonnie Cable.

A NOTE FROM MINDY

I am pleased to announce that effective August 21, 2006, Sherri Wills-Green will serve as Interim Executive Director for the Home Care Quality Authority. As most of you know, I am leaving the agency to complete my program of study at the University of Washington.

You may reach Sherri at swills-green@hcqa.wa.gov or at 360-902-8858. Sherri has worked as the Referral Registry Program Manager for the HCQA since January, 2003. She has been responsible for the development and roll-out of the Referral Registry database, and has served as Contract Manager for 7 of the 14 Referral and Workforce Resource Centers. Her work has been recognized nationally and by other states seeking to implement a referral registry system.

HCQA Interim Director Sherri Wills-Green

We have included a little more background about Sherri....Prior to coming on board with the HCQA, Sherri had overall responsibility for managing case management staff, nurse oversight staff, support



staff and information technology staff for an Area Agency on Aging in Wenatchee, WA. Sherri took a two year sabbatical prior to working for HCQA, moved to Hyde Park, New York and completed a degree in Baking and Pastry at the Culinary Institute of America. She loves working with chocolate!

“I am honored to accept the Interim Executive Director position while HCQA goes about the process of recruitment for Mindy’s replacement. I’m confident that my 3-plus years of experience with HCQA will be put to good use during this time. Working side-by-side with Mindy over the past three-plus years has been a pleasure, her passion for improving the quality of in-home care services will surely be missed.” - *Sherri Wills-Green*

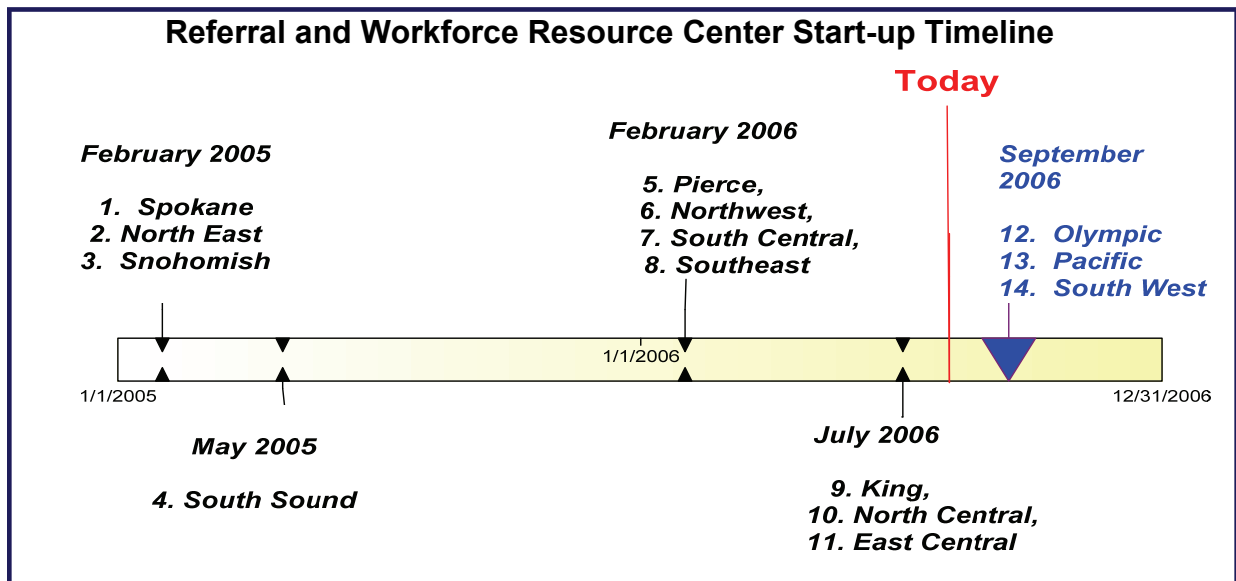
RWRC Operations Growth Expands Statewide

By Sherri Wills-Green, HCQA Interim Executive Director

HCQA is very pleased to announce that the month of September will be the first time the Referral Registry has been available statewide through the Referral and Workforce Resource Centers. Each month the database is growing and populated with increasing numbers of available and screened prospective providers and each month, more and more consumer/employers are requesting a referral list of provider's names. The graphic below offers a visual timeline of RWRC openings.

From February 2005 to July 2006, there have been a total of 1,329 workers available for referral purposes and 684 consumers who have requested referrals. Ninety-nine percent of the time, a referral request results in a list, averaging seven prospective providers per list.

If you know of someone receiving publicly funded in-home care that is searching for an in-home care worker, you can call the toll free line at 800-970-5456 and you will be connected to the nearest RWRC in your area.



HCQA CONTACT INFORMATION

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Referral and Workforce Resource Centers

Part of the Home Care Quality Authority's focus is to assure that those in need of in-home long-term care services have access to high quality caregivers of service. Operation and expansion of the RWRCs is an important step in the achieving the HCQA's goal of independence, dignity and choice for all those in need of long-term care services.

RWRCs CURRENTLY OPERATING:

SOUTH CENTRAL SERVICE AREA

Serving Kittitas and Yakima Counties

Operated by: SE Aging and Long Term Care

SOUTH EAST SERVICE AREA

Serving Benton, Franklin, Walla Walla, Columbia, Garfield and Asotin Counties

Operated by: SE Aging and Long Term Care

PIERCE SERVICE AREA

Serving Pierce and Kitsap Counties

Operated by: Professional Registry of Nursing, Inc.

NORTHWEST SERVICE AREA

Serving Whatcom, Skagit, Island and San Juan Counties.

Operated by: Sunrise Services, Inc. ~ Community Trades and Careers

SOUTH SOUND SERVICE AREA

Serving Lewis, Mason and Thurston Counties.

Operated by WorkSource Thurston County

SNOHOMISH SERVICE AREA

Serving Snohomish County.

Operated by: Sunrise Services, Inc.

SPOKANE SERVICE AREA

Serving Spokane and Whitman Counties.

Operated by: Aging & Long Term Care of Eastern Washington (ALTCEW)

NORTHEAST SERVICE AREA

Serving Ferry Stevens and Pend Orielle Counties.

Operated by Rural Resources Community Action and ALTCEW

RWRC SERVICES NOW AVAILABLE IN:

KING SERVICE AREA

Serving King County - Operated by:

Professional Registry of Nursing, Inc.

NORTH CENTRAL SERVICE AREA

Serving Okanogan, Chelan and Douglas Counties - Operated by:

Professional Registry of Nursing, Inc.

EAST CENTRAL SERVICE AREA

Serving Lincoln, Grant and Adams Counties - Operated by:

Professional Registry of Nursing, Inc.

OLYMPIC & PACIFIC SERVICE AREA

Serving Clallam and Jefferson, Grays Harbor and Pacific Counties—Operated by:

Olympic Area Agency on Aging

SOUTHWEST SERVICE AREA

Serving Klickitat, Skamania, Clark, Cowlitz and Wahkiakum Counties - Operated by:

CDM Services.

RWRCs Expand Statewide!

By Lisa Livingston, RWRC Program Manager

As noted earlier, the Referral and Workforce Resource Centers (RWRCs) have expanded statewide. I would like to introduce our newest RWRC locations and their staff.

In July RWRCs started operations in King, Chelan, Douglas, Okanogan, Grant, Adams and Lincoln Counties. Additional RWRCs are just getting underway in Clark, Cowlitz, Klickitat, Skamania Wahkiakum Counties in Southwest Washington and in Clallam, Jefferson, Grays Harbor and Pacific Counties.

For more information about the Referral and Workforce Resource Centers please contact Lisa Livingston

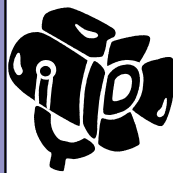
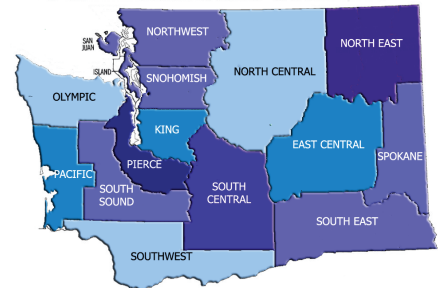
e-mail:

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phone: 360-902-8856,

toll free: 866-580-4272

Or by mail at: P.O. Box 40940, Olympia, WA 98504



Case Manager Spotlight

Access to the Referral Registry available for Case Managers

Case Managers can also use the Registry to find pre-qualified and screened Individual Providers for your Clients!

It's as simple as 1...2...3....

- 1** Contact a local RWRC office to request a user name and password and identify the name of the client they are wanting to find a provider for.
- 2** Provide information to the Referral Registry Coordinator about the needs of your client. This information can be gathered via a telephone call.
- 3** Obtain a Referral list from the website or from the Referral Registry Coordinator. A referral list can be generated at the same time you call!

**Our Referral and Workforce Resource Center
toll free number is 1-800-970-5456.**

**For more information about the Referral Registry
visit www.hcqa.wa.gov**

The Referral Registry matches the needs of in-home consumers with pre-qualified individual providers using the latest in web-based technology.



Event Recognizes Work of Dedicated Care Providers In Spokane

Marie Browning Celebrates a Special Day in Spokane

Spokane County's eldest Referral Registry consumer celebrated her 103rd Birthday on July 13th. Family hosted an Open House in her honor. Her Providers are Tami Sorenson and Karen Morse. Marie's son, Joe Browning, commented that life in his mom's own home has been made possible with the loving care and support provided by in-home care providers Tami and Karen.



Tami Sorenson with Marie

RWRC's are supported by the innovative technology of the Referral Registry. The Registry is a web-based search and match tool that connects the most suitable workers with those who need in-home services.

Snohomish Referral and Workforce Resource Center Build Relationships with Community



Mary Richardson, RWRC
Program Coordinator



Dena Hall, RWRC
Assistant Coordinator

Mary Richardson and Dena Hall have been busy enrolling Providers and Consumer/Employers onto the Registry database. As we know the work of staff at the Referral and Workforce Resource Centers does not stop short at Referral Registry data input.

Mary and Dena have taken care to build relationships with many of their providers and consumer/employers alike at the Snohomish RWRC. They have come up with many ways to recognize the good work of Individual Providers that are enrolled on the Referral Registry. Their "IP of the Quarter" program asks consumers/employers to nominate IP's, which usually brings in a good number of nominations. Consumer/employers comment on their IP's for many reasons; including their appreciation for the compassion and dedication or willingness to go the extra mile. One nomination tells the story of the IP that went to the store for her Consumer/Employer even though she was off shift. IPs are recognized for their reliability. As many people that receive in-home long-term care services know, having an IP not show up for a shift can create significant challenges. Reliable IPs work closely with the Registry Coordinators to find a suitable replacement for their consumer/employer if they are not able to make their shift.

Consumers also find it easy to look to Mary and Dena for resources. They have found wheelchairs and other adaptive devices to help people remain independent while living in their own home. Speaking of home, Mary and Dena have also helped a consumer find available resources for purchasing a home.

Their latest effort is covering tuition costs for Certified Nursing Assistant training for Providers. "The CNA class is just one more way to strengthen the profession of individual providers, to help IPs improve their skills and build on their career" states Registry Coordinator Mary Richardson.



HCQA Board Welcomes New Members

Take a Moment to Get Acquainted with One of Our New Members:



Larry Garman lives in Montesano, Washington, with his loving wife and partner, Dee-Dee, and his 22-year-old daughter, Lacey. Larry knows first hand the hills and valleys of dealing within the system of developmental disabilities, as his daughter Lacey was the first person that he knew with disabilities. Lacey is also the first person in her community to have a supported self-employment fund for her own business.

Larry has been active in advocacy in his local community. Larry has served on the Washington State Developmental Disabilities Council for the past two years, volunteers for ARC of Grays Harbor where his wife serves as Executive Director, and is co-founder of the Father Network Group on the Harbor.

Larry says, "One goal I have in the near future is to see that all people needing care will have a support system in place for when natural support is no longer available." He concludes, "The things that make me smile are driving my classic convertible Corvette, Lacey being happy, and her business starting to grow. I truly enjoy making people laugh and at the same time making them think."

21st Annual Co-Occurring Disorders Conference

September 18th & 19th , 2006

Yakima Convention Center

Yakima, WA

Register On-Line at: <https://casat.unr.edu/dasa/2/reg.php>

1st Annual Caregiver Training Conference

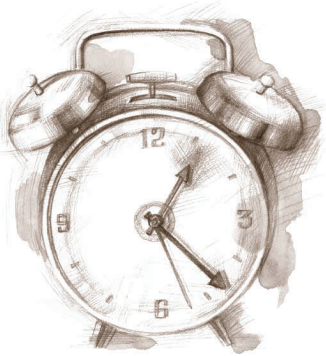
October 12th & 13th , 2006

Advanced Technologies & Education Center

Moses Lake, WA

Register by calling: 1-800-776-1101 x111

Safety Training Update



Time is running out!

Attention all Individual Providers hired BEFORE July 1, 2005, that have not already taken Safety Training....You **MUST** complete Safety Training by December 31, 2006.

Four easy ways to complete training (*choose ONE*):

- Call 1-800-416-1890 to request a self-study manual
- Do training online at <http://hcqa.sedgwickcms.com>
- Go to a seminar listed in your last Safety Newsletter
- Contact your Case Manager for a training schedule

Hurry! If you don't complete **Safety Training** by December 31, you will not get paid in January.
IMPORTANT: If you have already taken the safety training, you do not need to respond.



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and Encouraging Stability in the Individual Provider Workforce.*

*Referral Registry - Matching the needs of in-home consumers with pre-qualified
individual providers using the latest in web-based technology.*

Access the
Referral Registry
@
www.hcqa.wa.gov

*Referral & Workforce Resource Centers - Offering programs and services to support consumer/
employers and individual providers at local sites across the State.*

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